

Parchment Send User Guide



In partnership with:



INDIANA COMMISSION *for*
HIGHER EDUCATION



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Introduction

HISTORY OF INDIANA E-TRANSCRIPT

The Indiana e-Transcript Initiative was developed in 2005 as a partnership between the Indiana Commission for Higher Education (ICHE) and the Indiana Department of Education (IDOE). HEA 1341, passed by the 2013 Indiana General Assembly, established the e-Transcript initiative by statute and called for a common high school transcript to be developed by the IDOE in collaboration with ICHE. Not later than July 1, 2015, all public secondary schools shall use the common electronic transcript developed by the IDOE.

ICHE has contracted with Parchment to provide e-transcript exchange system services throughout the state, using compliant common transcript data elements. This service is made possible by an appropriation from the General Assembly of Indiana.

WELCOME TO PARCHMENT 7!

Parchment 7 is the most advance academic credential management system ever. With Parchment 7, you can send your students' transcripts to Parchment via the integration from your SIS vendor to Parchment's transcript web service API. When your students place orders, you simply approve the orders, and we'll take care of the delivery.

You can also:

- Place requests on hold, so you can send transcripts after the next grading period.
- Allow learners, parents, and administrators to track orders every step of the way.
- Use registration codes to make it faster and easier for learners to register for Parchment.com accounts and request transcripts.
- Send other admissions documents, such as eSSRs and letters of recommendation, along with transcripts.
- Know that the PDF you send is the PDF that is delivered.
- Control the display, print, and forwarding permissions for each document you send.
- Track and report on the number and destinations of your requests.
- Control your eCommerce settings.

Important!

You must upload transcripts via the integration between your SIS vendor and Parchment's transcript web service API. **Do not use the Print Driver.**

Getting Started

The optimal way to prepare your account so that you can fulfill orders as quickly as possible is to complete the three steps below.

1

UPLOAD TRANSCRIPTS

The first step towards optimal fulfillment is to upload your seniors' transcripts to the Credentials Library. You must upload transcripts via the integration between your SIS vendor and Parchment's transcript web service API.

Once you upload the transcripts, we will automatically create roster records for the learners. **It is very important that you upload transcripts through our integration with your SIS. You should not use the Print Driver.**

2

DISTRIBUTE REGISTRATION CODES

A [registration code](#) is a code that a student uses to register for a Parchment.com account. It is not mandatory (students can register without a code), but it has two great benefits:

- Some of the learner's information will already be populated when they create the account, such as their name and date of birth, which speeds up the registration process for them.
- Their roster record will automatically match their Parchment.com registration. If their registration does not match (for example, 'Edward' registers as 'Eddie'), you will have to match it yourself manually (see number 3 below).

For more information, go to the [registration code](#) section.

3

MATCH REGISTRATIONS WITH ROSTER RECORDS

If a student registers for a Parchment.com account without a registration code, there is a chance that their account will not match their roster record automatically. You will need to match these manually in the Learners tab. Go to the [Match learner accounts](#) section for more information.

Learners

The **Learners** tab is where you can:

- See all of your students. When you upload transcripts, the system automatically creates roster records. You will see these records in the Learners tab.
- Send [registration codes](#).
- See which learners have registered for Parchment.com accounts.

TO ACCESS THE LEARNERS TAB:

Sign in to [Parchment](#) and click **Learners**. Within the **Learners** tab are two or three tabs (depending on your school):

- [Manage Learners](#)
- [Invite Learners](#)
- [Match Learner Accounts](#)

MANAGE LEARNERS

In this tab, you can:

- See all of the learners. You will see their first and last name, graduation/leave year, and Student ID. You will also see if they already have a Parchment.com account.
- Click the blue arrow on the right to expand the box to perform certain actions for a particular learner.
 - If the learner does not have a Parchment.com account, you should encourage them to create one. Click the **Invite learner** link to email/print registration codes, so that students can register for Parchment.com accounts quickly. Go to the [Registration Codes](#) section for instructions.

INVITE LEARNERS

In this tab, you can email/print registration codes for those learners who have not yet registered for Parchment.com accounts. Registration codes help with the registration process. They are not mandatory, but you should use them because they will save you and your students time. Go to the [Registration Codes](#) section for more details and instructions.

MATCH LEARNER ACCOUNTS

In this tab, you can match your learners' Parchment.com registrations with their roster records. If a student registered with a registration code, their registration would have matched their roster record automatically. However, if a student registered without a code, there is a chance that their registration did not match (for

example, if 'Edward' registered with 'Eddie'). In this case, you will need to match their registration and roster record manually.

Follow these instructions to match any unmatched registrations.

1. Sign in to [Parchment](#).
2. Click **Learners**.
3. Click **Match Learner Accounts**.
 - When a learner creates a Parchment.com account, the system attempts to match their registration with a roster record. If the system is unable to match automatically, the learner's registration will be put 'On hold', and you will need to manually match their registration to a roster record.
4. This page is made up of two parts: unmatched registrations on the left side and roster records on the right side. If you do not see anything listed on the left, you do not have to proceed further with this step because this means that you do not have any unmatched registrations.

The screenshot displays the 'Match Learner Accounts' interface. It consists of two main columns and a central button.

Left Column: Learner Accounts (Header: 387 Learner Accounts, Information supplied by learners during registration)

- Search box: Smith
- Radio button next to **Smith, Little**
DOB: 01/01/1995
STUDENT ID:
Email: little.smith@gatestest.us
- Radio button next to **Smith, Jessica**
DOB: 12/30/1999
STUDENT ID:
Email:

Center: Match Learner

Match a Learner Account with an Official Record by making a selection in each column and pressing the Match Learner button

Right Column: Official Records (Header: 2838 Official Records, Learner records uploaded by an administrator)

- Search box: Smith
- Radio button next to **Kraus Jessica**
DOB: 05/06/1994
STUDENT ID: 86321
Email:
- Radio button next to **Smith, Alan**
DOB: 10/18/1993
STUDENT ID: 8496
Email:

To match unmatched registrations, look at the first unmatched registration on the left side and then look for the learner's roster record on the right side that matches it. Once you find it, click the radio button next to each name, and click **Match Learner**.

- The learners in the roster record on the right do not have registrations associated with them, so they are all available to choose from.
 - You may want to use the search box if you have a lot of unmatched registrations and roster records. In the image above, you will see that the name Smith was entered in the search boxes on the left side and the right side to help with matching.
5. If you cannot find the learner's roster record, you can remove your school from the learner's account (if

the individual did not attend your school, for example). Click the radio button to the left of the learner’s name and then click the trash can icon to remove your school from the learner’s account. This will remove the unmatched registration from your account. Only do this if you are sure that the individual is not a current or former learner, bearing in mind that the individual may have had a name change.

☒

Smith, Little



DOB:

01/01/1995

STUDENT ID:

SSN:

Create Roster Record

Registration codes

Registration codes help speed up the registration process for learners. When your learners register for a Parchment.com account using a registration code, they do not have to enter any of the information that you already provided in the roster, such as their name and date of birth.

A registration code also ensures that the learner's roster record automatically matches their Parchment.com registration.

You can print or email registration codes.

REGISTRATION DATA TABLE

The registration data table (see example on right), shows how many learners have and have not registered for Parchment.com accounts, and shows them by graduation year. To access, click **Learners > Invite Learners**. You can click on the blue numbers to get a list of those learners. This is handy if you only want to invite seniors to register, for example. You would click the number **29** in the **Class of 2017** row to see who these learners are, and then you would generate registration codes for those learners specifically.

Registration Data

View registrations by class. Click a value to see the list of learners.

Class	Number of Learners	Registered	Unregistered
Total	653	29	624
2015	583	23	560
2016	39	4	35
2017	31	2	29
2018	0	0	0
Alumni	2302	88	2214

EMAIL REGISTRATION CODES

You can only email registration codes if you have learners' email addresses in the system already.

- If you do not have email addresses, you should [Print registration codes](#).
- If you want to use the **Registration Data Table** (see section above) to help you decide who to invite, select the applicable number in the **Unregistered** column and then skip to **step 6** below.

1. Sign in to [Parchment](#).
2. Click **Learners**.
3. Click **Invite Learners**.
4. Click **Email Registration Codes**.
5. Select the applicable learners by checking or unchecking the box(es) under the **Checked** column.
6. Click **Email Registration Codes**.
7. You will get a preview of the email. Under **Customize Email**, you will see some custom settings (see image on right). You can:

- Select if you'd like additional Parchment.com features explained in the registration email.
- Add a custom message.
- Select from a drop-down menu which email address you would like the email to be sent from.
- Select if you would like the system to send the email up to four times if the learner does not register. Simply check or uncheck the box next to **Automatically attempt up to 4 emails for unregistered learners**.

8. Click **Email these <number> learners now**.

PRINT REGISTRATION CODES

If you want to use the [Registration Data Table](#) to help you decide who to invite, select the number in the **Unregistered** column that you'd like to invite and then skip to **step 6** below.

1. Sign in to [Parchment](#).
2. Click **Learners**.
3. Click **Invite Learners**.
4. Click **Print Registration Codes**.
5. Select the learners who you want to receive invitation codes by checking or unchecking the box(es) under the **Checked** column.
6. Click **Print Registration Codes**.
7. You will see what the handout will look like on the left side. Under **Customize Handout** on the right side, you can:
 - Select whether you'd like additional Parchment.com features explained in the handout.
 - Add a custom message.
8. Click **Print handouts for these <number> learners now**.
 - Printed handouts will be sorted by last name (A to Z).

Customize email

In addition to sending transcripts, Parchment.com offers free features such as detailed college information and a community discussion area. You can choose whether or not this is featured in the email you send to your students.

- ☒ **Explain these features**
☐ **Do not explain these features**

Add a custom message:

Hello, this is your counselor, Please register as soon as possible.

This email will be sent from

registration_codes@parchment.com

☒ **Automatically attempt up to 4 emails for unregistered students**

Email these 103 students now

The Credentials Library

The **Credentials Library** is where transcripts reside after they are sent to Parchment via the integration between your SIS vendor and Parchment's transcript web service API. It is a repository for all the documents that you send to Parchment that will be used to fulfill student orders.

Once transcripts land in the Credentials Library, you can:

- Fulfill student orders.
- View the transcripts and see when they were uploaded.
- See which transcripts are matched to which learners (we create roster records automatically, and so each transcript will be matched to each student in the Credentials Library).
- See other credential types, such as letters of recommendation and your school profile.

To access the **Credentials Library**:

1. Sign in to [Parchment](#).
2. Click **Credentials** and you will see the **Credentials Library** right away.
 - Under **Credential Type**, you can see the type of credential (for example, Academic Transcript or School Profile) and you can click it to view it.
 - Under **Detail**, you can see the learner's name.
 - You will see a blue arrow at the end of the row. Click the arrow to expand it to see more detail.
 - **Date Uploaded** shows the date and time the file was uploaded.
 - To search for a credential, enter the information into the search field (for example, a learner's name or ID). This searches the contents of all the files in the library.
 - To filter, click **Filter**. A window will open that allows you to select different filtering criteria: credential type, date uploaded, graduation/leave year, and if the credential is matched with a learner. Save your custom filters by creating your filter criteria and then clicking **Display & Save**. Saved filters will appear on the right, and can be deleted by clicking **X**.

Credentials Library

Match Credentials

Add Credentials

Delete Selected

Search by name or ID

Filter

1 - 2 of 2

<input type="checkbox"/> All	Credential Type	Detail	Date Uploaded
<input type="checkbox"/>	Transcript	Alvarez, Emilio	2015-06-29 09:59:25 >
<input type="checkbox"/>	Transcript	SHELTON, Smith	2015-06-29 16:29:48 >

DELETE CREDENTIALS

1. Sign in to [Parchment](#).
2. Click **Credentials**.
3. Check the box next to the credential you want to delete and then click **Delete Selected**.

MATCH CREDENTIALS

When you send transcripts to the Credentials Library using the integration between your SIS vendor and Parchment's transcript web service API, roster records are created automatically so there is no need to upload a roster to Parchment. If a transcript with a roster record already exists, a new transcript sent via the integration for that same student will simply replace the old transcript.

When you upload documents other than transcripts to the Credentials Library, our system tries to match them to your roster records. If it cannot match, the document will appear in the **Match Credentials** tab. To match these with roster records manually:

1. Sign in to [Parchment](#).
2. Click **Credentials**.
3. Click **Match Credentials**. If there are unmatched credentials, you will see a number in a red circle.

4. You will see the first unmatched document on the left side and your roster records on the right side. Look at the unmatched document and try to find the learner who it belongs to on the right side. You can either search for the learner using the search box or you can scroll down to find the learner.

- Your learners that appear on the right side are all the learners in your entire roster.

5. Did you find the learner?

- If you were able to find the learner, click the radio button next to the learner's name and then click **Match Credential**.
- If you did not find the learner, you can either click **Remove** to remove the document, or you do not have to do anything, which will keep the document there. See next section: **Choose how long you would like unmatched credentials to remain in the library**.

6. Use the **Next** button to scroll through to the next document(s).

The screenshot shows the 'Match Credentials' interface in Parchment. On the right, a list of unmatched credentials is displayed, each with a radio button for selection. The list includes:

- BOYD, Cindy (DOB: 02/16/1993, STUDENT ID: 1351, GRAD YR: 2011)
- COOPER, Cindy (DOB: 01/22/1995, STUDENT ID: 1381, GRAD YR: 2013)
- DELEON, Cindy (DOB: 04/30/1994, STUDENT ID: 1208, GRAD YR: 2012)
- ESPINOZA, Cindy (DOB: 02/06/1997, STUDENT ID: 564545, GRAD YR: 2011)
- FIELDS, Cindy (DOB: 01/02/1995, STUDENT ID: 1361, GRAD YR: 2013)
- GALLAGHER, Cindy (DOB: 05/09/1994, STUDENT ID: 1311, GRAD YR: 2012)
- OBRIEN, Cindy (DOB: 01/12/1995, STUDENT ID: 1371, GRAD YR: 2013)
- PARK, Cindy (DOB: 05/29/1994, STUDENT ID: 1331, GRAD YR: 2012)
- POWELL, Cindy (DOB: 05/19/1994, STUDENT ID: 1321, GRAD YR: 2012)
- Simone, Cindy (DOB: 01/10/1980, STUDENT ID: 1009, GRAD YR: 2012)

The left pane shows a transcript for 'Cindy Vigil' with the following details:

- Header:** First name: Cindy, Last name: Vigil, Birth date: 04/27/2001, Birth place: Leningrad, USSR, Parents: Mr./Mrs. Vigil, Address: Saint Petersburg, Enter Date: , Leave Date: , Class off: 2002, Grade: 12, Gender: Female, Student ID: 12086, SSK: , Courses: , CRN ID: , Course Title: , Mark: , Credit: .
- Table of Courses:**

Course	Course Title	Mark	Credit
Fall 2000-2001	1111 English	A	5
	2222 Math	A	5
	2333 Physics	B	5
	4444 Computer Science	A	5
Spring 2000-2001	5555 World History	A	5
	6666 Physics	A	5
	7777 Applied Math	A	5
- GPA:** Weighted: 3.35, Non-weighted: 4, Comments: Computer Science includes Application Development.

CHOOSE HOW LONG YOU WOULD LIKE UNMATCHED CREDENTIALS TO REMAIN IN THE LIBRARY

If a credential does not have a roster record attached to it, it is considered 'unmatched'. By default, the system discards these credentials after four days, but you can change this in your [Library Display Settings](#).

Fulfill orders

This section gives you step-by-step instructions on how to approve, manage, and fulfill orders for transcripts from the **To Do** tab. The transcript must be in the Credentials Library for the order to be fulfilled. If the transcript has not been uploaded to the Credential Library, upload the transcript now via the integration between your SIS vendor and Parchment's transcript web service API.

THE TO DO TAB

The **To Do** tab is where you view, manage, approve, and fulfill orders.

When you log in to your account, you will land on the **To Do** tab right away and you will see your Open Orders tab and On Hold tab.

- **Open Orders** - these are orders in which no action by your institution has taken place yet. This is where all new orders appear.
- **On Hold** - these are orders that you placed on hold.

INFORMATION AVAILABLE WITHIN EACH ORDER

Within each of the above tabs, you will see detailed information about each order.

- You will see the learner's name, student ID (if available), graduation/leave year, date of birth, and the last four of their social security number. You will also see the date the learner placed the order.
- The learner's transcript should be attached to their order (like in the image below).
- You can also see where the learner would like to send their transcript. Click the blue destination link to expand the window. You can then see information about the destination(s), including the recipient, DID#, and delivery method.

Open Orders 5 In Process 14 On Hold 49 To Do Tips

My Orders All Orders

Name	Order Date	Credential	<input type="checkbox"/> Approve all	PROCESS ORDER(S)
Jones, Jenny	06/17/2015	Transcript Add Files	<input checked="" type="checkbox"/>	Select an action

1 destination >

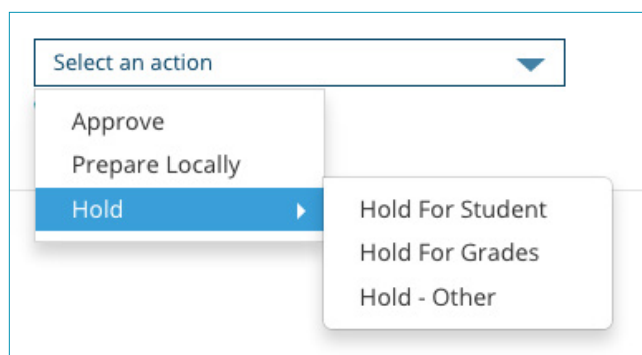
APPROVE AND FULFILL ORDERS

1. Sign in to [Parchment](#).

2. If you have orders waiting, you will see them right away. Anytime a learner places an order, it will land in your **Open Orders** tab. You will see a number in parentheses next to the **Open Orders** tab, which is the total number of orders you have waiting.
3. Find the order that you want to approve and fulfill. Click the blue destination link to expand the destination information, so that you can see the delivery information, including the recipient, the DID#, and the delivery method.
4. Click **Approve** from the **Select an action** drop-down menu.
5. Click **Process Orders**. The order will be fulfilled immediately.

PLACE AN ORDER ON HOLD

1. Sign in to [Parchment](#).
2. Find the order that you want to place on hold and click **Hold** under the **Actions** drop-down menu.



3. Select a **Hold Reason**.
 - **Hold for Student** – use this if a general issue prevents you from approving the request.
 - **Hold for Grades** – use this to hold a transcript request until the next grades are posted.
 - **Other** allows you to type in a personalized message to the learner explaining why the request is being placed on hold. Any information entered here will be included in the email to the learner telling them the request has been placed on hold.
4. The order will be placed in the **In Hold** tab. When you are ready to process it, go to the **In Hold** tab and follow the instructions in the [Approve and fulfill orders](#) section.

PREPARE A TRANSCRIPT AT YOUR INSTITUTION

1. Sign in to [Parchment](#).
2. Find the order that you want to prepare locally and select **Prepare Locally** under the **Actions** drop-down menu.
 - You will not see this option for unofficial transcripts because these remain in the learner's Parchment.com account.

Document requests

Document Requests is where you view and manage all requests other than transcript requests. This includes eSSRs (Guidance Report Requests), letters of recommendation, and school profiles.

To access **Document Requests**:

1. Sign in to [Parchment](#).
2. Click **Document Requests**.

You will see up to four tabs (depending on your settings, you may not see the **Guidance Report Requests** tab):

- All Requests
- Guidance Report Requests (eSSRs)
- Letter of Recommendation Requests
- School Profile Requests

On each tab, you will see these fields (not all fields may be populated):

- Student
 - Click on the individual's name to view more information about them, such as their email address and the last four digits of their social security number.
- Class of
- Transcript
- Document type
- College
 - Click on the college name to view more information about the college, including contact names.
- Date requested
- Action

ESSRS (GUIDANCE REPORT REQUESTS)

In-network Receiver schools can request that electronic Secondary School Reports (eSSRs) accompany transcripts.

You will receive these requests if you have subscribed to this service and if it is available in your state. If you are interested in subscribing, please contact your Account Executive.

When a Guidance Report (eSSR) request comes through, you will see:

- The learner's transcript request in your **To Do List**.
- A request for an eSSR in the **Document Requests** tab.

To fulfill requests for eSSRs:

1. Sign in to [Parchment](#).
2. Click **Document Requests**.
3. Click **Guidance Report Requests**.
4. Click **Complete eSSR** under **Action** for the learner whose eSSR you want to fulfill.
5. On the next screen, you will fill in all the requested fields. These are the fields that the colleges have asked to be filled in. However, they are not mandatory. Schools can select which fields they would like completed, so you may not see all of these:
 - Learner information
 - Current courses
 - Diploma type
 - Enrollment information
 - Class rank
 - Cumulative GPA
 - Course selection
 - SEVIS (Learner and exchange visitor information system)
 - Learner ratings by category
 - Evaluation
 - Supplemental information
 - School information
 - Counselor information
6. Confirm that the information you are providing is accurate.
7. Click **Save & Continue** or click **Save Go Back** if you don't want to submit the information yet.

Prepare an unrequested eSSR

You can fill in an eSSR for a learner who has not requested a transcript.

1. Sign in to [Parchment](#).
2. Click **Document Requests**.
3. Click the link **prepare an eSSR**.
4. Search for the college and click **Search**.
 - If the college does not appear, then they are not an in-network Receiver and you cannot send them an eSSR.
5. Select the college and click **Continue**.
6. Fill in all the fields.
7. Click **Save & Continue**.

Cancel an eSSR request

1. Sign in to [Parchment](#).
2. Click **Document Requests**.
3. Click **Delete**, which you'll find next to the name of the college.

LETTER OF RECOMMENDATION REQUESTS

1. Sign in to [Parchment](#).
2. Click **Document Requests**.
3. Click **Letter of Recommendation Requests**.
4. You can now upload the document or prepare it locally (see red circle below).

Student	Class Of	Transcript	Document Type	College	Date Requested	Action
Cabell, Vooletta	2010	Pending Action by Sending School	Letter of Recommendation (Counselor)	zz Marie College	09/09/2013	<input checked="" type="radio"/> Upload Document <input type="radio"/> Prepare Locally <input type="radio"/> Cancel
Mathew, Matt	2012	Pending Action by Sending School	Letter of Recommendation (Counselor)	Docufide Institute of Technology	02/24/2014	<input type="radio"/> Upload Document <input checked="" type="radio"/> Prepare Locally <input type="radio"/> Cancel

5. Make your selection and click **Submit**.
6. If you selected to upload the document, you will land at the **Process Document Requests** page. Click **Parchment Exchange Web Upload** to upload the document.

SCHOOL PROFILE REQUESTS

1. Sign in to [Parchment](#).
2. Click **Document Requests**.
3. Click **School Profile Requests**.
4. You can now select to upload the document or prepare it locally under **Actions**. Make your selection and click **Submit**.
5. If you selected to upload the document, you will land at the **Process Document Requests** page. Click **Parchment Exchange Web Upload** to upload the document.

History

History is where you can search all of your orders (including those that have not been fulfilled and those that have been cancelled), and find the status of an order. If a document was uploaded within the last 90 days, you can click the **DID#** to view it. You can search by:

- Student's first and last name
- DID#
- Document type
- Document status
- Receiver
- Date requested, date approved, and date delivered
- Class of <year>

First Name <input type="text"/>	Last Name <input type="text"/>	DID# <input type="text"/>	Advanced Search ▼
Document Type <input type="text"/>	Document Status <input type="text"/>	Receiver <input type="text"/>	
Date Requested <input type="text"/> to <input type="text"/>	Date Approved <input type="text"/> to <input type="text"/>	Date Delivered <input type="text"/> to <input type="text"/>	
Class Of <input type="text"/>		<input type="button" value="Search"/>	Clear All

SEARCH FOR AN ORDER

1. Sign in to [Parchment](#).
2. Click **History**.
3. Fill in the fields that you would like to search and click **Search**.
 - If a document was uploaded within the last 90 days, you can click the **DID#** to view it and you can also download it.
 - To export to Excel, click **Export report to Excel**.

Student Name	Date Requested	Date Delivered	Document Type	DID#	Receiver	Document Status
Jones, Jenny (Student)	06/19/2015	06/19/2015	Transcript	TR3JUPN	Jenny Jones	Complete: Download Confirmed
Jones, Jennifer (Student)	06/18/2015		Transcript	TR3JYKN	Unofficial Self View - No Fee	Complete: Delivered to Parchment

Order transcripts on behalf of others

When a current or former learner wants to send their transcript to a college or any other destination, you can do this for them on their behalf.

A few things first:

- You will need a credit or debit card if you are prompted to make a payment for the order.
- If the individual does not have a Parchment.com account, one will be created for them automatically when you place the order.
- By default, all requests will be auto-approved, which means you will not see them in the **To Do** tab. However, **if you do not want requests to be auto-approved** (for example, you want to place orders but approve them at a later date), you can do this by changing the [Auto-approval setting](#).
- An administrator must have a **Sender** role to access the **Order** feature. To add this role to an existing administrator's profile, the Site Administrator needs to:
 - a. Sign in to [Parchment](#).
 - b. Click **Settings > Users**.
 - c. Click the name of the administrator.
 - d. Check the box next to **Sender** (Primary Sender is selected by default, or you can change this to Backup Sender). A primary sender receives the first emails when a request is pending, and a backup sender receives escalation emails.
 - e. Click **Save**.

ORDER TRANSCRIPTS

1. Sign in to [Parchment](#).
2. Click **Order**.
 - If you do not see the **Order** tab, your Site Administrator will need to add the Sender role to your profile.
3. If the learner is already registered on [Parchment.com](#), you will now search for their record. If they have not registered for a [Parchment.com](#) account you will create an account for them.
 - Select **Search Learner Accounts** if they have a [Parchment.com](#) account.
 - Select **Create a Learner Account** if they do not have a [Parchment.com](#) account.

IF YOU SELECT 'SEARCH LEARNER ACCOUNTS'

- a. Enter the learner's information. You do not need to fill in all fields. However, the more information you enter, the fewer results will come back, and, therefore, it will be easier to find the learner.
- b. Click **Search**.
- c. Once you see the learner listed, select their name. Confirm it is the learner you want and click **Continue**.
- d. Go to [step 4](#).

Request Student Transcripts
Request transcripts on behalf of students to be delivered to any destination worldwide.
Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

☒ Search Student Accounts ☐ Create a Student Account

Student Information

Last Name:
 First Name:
 Gender:
 Date of Birth:
 SSN (last 4 digits):
 Student ID:
 Enrollment Status: ☐ Currently Enrolled
☐ Not Currently Enrolled
 Years Attended: to

[Search](#)

IF YOU SELECT 'CREATE A LEARNER ACCOUNT'

- a. Enter the learner's information. Fields with a * (asterisk) are mandatory.
- b. Click **Create and Continue**.
 - If nothing happens, scroll to the top because you will probably see an error message telling you that you have not filled in one of the mandatory fields.
- c. Go to [step 4](#).

Request Student Transcripts
Request transcripts on behalf of students to be delivered to any destination worldwide.
Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

☐ Search Student Accounts ☒ Create a Student Account

Student Information * Required Information

* First Name:
 Middle Name:
 * Last Name:
 * Gender:
 Suffix:
 * Date of Birth:
 SSN (last 4 digits):
 Student ID:
 * Enrollment Status: ☐ Currently Enrolled
☒ Not Currently Enrolled
 * Years Attended: to
 Country:
 Address:
 City:
 State/Province:
 Postal Code:
 * Email Address:

[Cancel](#) [Create and Continue](#)

4. You will be brought to the screen where you enter the destination information. You can enter this information in a few ways:

- You can search for the destination in our database. We recommend beginning your search for academic destinations this way because we maintain a database of preferred delivery methods for all colleges and universities nationwide, and a growing number of international institutions. Go to the [Search Parchment Exchange Database](#) section on the next page for instructions on how to search this way.
- Or you can enter the institution's College Board Entrance Examination (CEEB) code, if you know it. Go to the [Enter CEEB Codes for Recipients](#) section for instructions.
- Or you can add the recipient's details manually. You may need to do this if you want to send the transcript to a specific individual at a college, for example. Go to the [Add Recipient Information](#) section for instructions.

TO SEARCH THE PARCHMENT EXCHANGE DATABASE

- Select **Search Parchment Exchange Database**.
- Fill in the fields and click **Search**.
 - You do not have to fill in all the fields. If you enter information in more than one field, only institutions that match all selected criteria will be displayed in the search results. Therefore, if you have trouble locating your institution, try entering less criteria and searching again.
- Select the applicable institution from the search results.
- Click **Save and continue** and go to Step 5 to review your order.



EXAMPLE

Let's say Ruby walks into your office and tells you she needs to send her transcript to Arizona State University. Since ASU is an academic destination, you would select **Search Parchment Exchange Database** (see screenshot below). You would then enter Arizona State University in the **Institution Name** box. Then you would click **Search**, and select from the institutions that appear. You'll also see the preferred delivery method.

Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

Identify Recipients for Jenny Jones

☒ **Search Parchment Exchange Database** ☐ Enter CEEB Codes for Recipients ☐ Add Recipient Information

Search for Recipients

Search the Parchment Exchange database of colleges and universities to identify the recipients of the student's transcript.

Institution Name:

Country:

City:

State/Province:

Search

Matching Receiving Institutions

3 receiving institutions match your selected search criteria.

<input type="checkbox"/>	College/University Name	CEEB Code	City, State/Province	Country	Delivery Method
<input type="checkbox"/>	Arizona State University College of Nursing		Phoenix, DE	US	Paper
<input type="checkbox"/>	Arizona State University - Undergraduate Adm.	4007	Tempe, AZ	US	Electronic
<input type="checkbox"/>	Arizona State University West Campus	D0000123	Phoenix, AZ	US	Paper

Save and Search Again

Save and Continue

TO ENTER CEEB CODES FOR RECIPIENTS

As an alternative to searching for colleges and universities in the Parchment Exchange database, you can enter a list of CEEB codes and we will match them to the institutions in our database.

- a. Select **Enter CEEB Code for Recipients**.
- b. Enter the CEEB code in the first box.
 - You can enter multiple CEEB codes. If you need to add more than five CEEB codes, click **add more institutions** to add rows in groups of five.
- c. Click **Save and Continue** and go to Step 5 to review your order.

Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

Identify Recipients for ashish choudhary

☐ Search Parchment Exchange Database ☒ Enter CEEB Codes for Recipients ☐ Add Recipient Information 1 recipient

Enter CEEB Codes for Recipients

Enter the CEEB Codes for the receiving institutions to identify the recipients of the student's transcript.

* CEEB Code:

CEEB Code:

CEEB Code:

CEEB Code:

CEEB Code:

[add more institutions](#)

Save and Add More Recipients

Save and Continue

ADD RECIPIENT INFORMATION

Use this option when the destination is not in our database or you do not have the CEEB code. You can send to any recipient worldwide.

- a. Click **Add Recipient Information**.
- b. Select a category from the drop-down menu.
- c. Enter the name as it should appear in the delivery address next to **Destination Name**.
- d. Under **Delivery Method**, you can select **Electronic Delivery** or **Paper Delivery**.
 - If you select **Electronic Delivery**, enter the email address and then confirm the email address by entering it again.
 - If you select **Paper Delivery**, enter the address. You can also choose to send the transcript overnight, and you can choose to send it to an international address by clicking Deliver to an address outside of the US.
- e. Click **Save and Continue** go to Step 5 to review your order.

Request Student Transcripts

Request transcripts on behalf of students to be delivered to any destination worldwide.

Identify Student > Identify Recipients > Review Recipients > Submit Payment > Confirmation

Identify Recipients for Jimmy Jones

☐ Search Parchment Exchange Database ☐ Enter CEEB Codes for Recipients ☒ Add Recipient Information

Add Recipient Information

Select the Delivery Method and enter the delivery information for any destination worldwide.

Destination Information

* **Category:**

* **Destination Name:**
Enter the name as it should appear in the delivery address.

Attention Line:

Delivery Method

☒ **Electronic Delivery**
Parchment Exchange will email instructions to securely download the transcript to the email address provided. If the transcript is not downloaded within 5 days, the request will be canceled.

* **Email Address:**

* **Confirm Email Address:**



☐ **Paper Delivery**
Parchment Exchange will deliver the transcript on security paper to the address provided.

5. You will be brought to the **Review Student and Recipients** screen, where you can:
 - Click **remove student** to cancel the request for the selected learner. You will be asked to confirm that you want to remove the learner and all recipients. Click **OK** to remove the learner, or **Cancel** to continue to submit the requests.
 - Remove individual recipients by clicking the red x next to the recipient's name. You will be asked to confirm that you want to remove the recipient. Click **OK** to remove, or **Cancel** to continue.
 - Click **add more recipients**. You will be returned to the [Enter Destination Information](#) section.
 - Click **Add more students** to submit requests for additional learners. You will be returned to step 3.

Review Student and Recipients

Review the requested transcript requests for the selected students. Submitting the requests authorizes Parchment Exchange to release the transcripts to the selected recipients.

Jenny Jones [remove student](#)

Recipient Name	Delivery Method	Fee
Arizona State University - Undergraduate Adm. 	 Electronic	\$0.00
add more recipients		Total: \$0.00

[Add more students](#)

[Cancel Requests](#)[Finish Later](#)[Checkout](#)

6. When you are ready, click **Checkout**. Or you can click **Finish Later** to checkout at a later date. The saved learners and recipients will be available under **Pending Requests** in the left-hand menu. You can also click **Cancel requests** to cancel all requests.
7. If you are prompted to make a payment, you will be brought to the payment screen. Enter your credit or debit card details and click **Submit**.
8. You will get a confirmation page.
 - The confirmation page is the receipt for your transcript order. Please print a copy for your records.

PENDING ORDERS

If you are unable to complete a request during your initial session, the request will remain in the Pending Requests section, which you can access at any time by clicking **Pending Requests** in the left-hand menu.

Send documents other than transcripts

You can send documents other than transcripts through Parchment, such as letters of recommendation and your school profile. However, your learners can only request transcripts through Parchment.com at this time.

- You can only send documents to destinations that receive documents electronically. We do not print additional documents.

If you have a learner's transcript request in the **To Do** tab, you can use the **+ Add Files** or **+ Add from Credentials Library** option to send other documents that will be sent with the order. If you do not have an order, you can use the **Supplemental Document Upload** feature.

To send documents other than transcripts using **Supplemental Document Upload**:

1. Sign in to [Parchment](#).
2. Click **Order**.
3. Click **Supplemental Documents**.
4. Under **Upload Document**, click **Choose File** and select the document.
5. Click **Upload**.
6. Under **Enter Learner Information**, fill in the applicable fields.
7. Under **Select Document Type**, use the drop-down menu next to select the type of document.
8. Under **Select Destination**, select the country, state/province, and destination from the drop-down menus.
9. Click **Submit**.

Supplemental Document Upload

Upload a document to be delivered electronically to a college in the Parchment network.

Upload Document

Document: *

[Choose File](#) No file chosen

Upload a Word document (.doc or .docx) or PDF.

[Upload](#)

[View Document](#) [Delete Document](#)

Select Document Type

Document Type: *

Enter Learner Information *

Student First Name:

Student Last Name:

Supporting Information:

0 Maximum 150 characters.

Select Destination

Country:

State/Province:

Destination:

[Cancel](#) [Submit](#)

Settings

Settings is where you manage many components of your account, from selecting your grading system to choosing how long you would like unmatched credentials to remain in the **Credentials Library**.

- [General](#)
- [To Do](#)
- [History](#)
- [Integration](#)
- [Ordering](#)
- [Pricing](#)
- [Users](#)

GENERAL

Account profile

This is where you edit your institution's information, such as address and website, and upload a PDF of your institution's profile.

Manage Profile settings

1. Sign in to [Parchment](#).
2. Click **Settings > Profile**.
3. Fill in or edit the applicable fields.
4. Fields with a * (asterisk) are mandatory.

Upload a PDF of your institution's profile

1. Sign in to [Parchment](#).
2. Click **Settings > Profile**.
3. Under Organization Profile, click **Browse**.

Organization Profile ⓘ



The screenshot shows the 'Organization Profile' section with a text input field, a 'Browse' button, and an 'Upload' button.

4. Select the PDF and click **Upload**.
5. Click **Save**.

Grading system

This is where you select your grading system (how many grading periods you have per year) and your grading period calendar (academic year or calendar year).

To edit your grading system and grading period calendar:

1. Sign in to [Parchment](#).
2. Click **Settings** > **General Settings**.
3. Under **Grading System and Grading Periods**, select the applicable options from the drop-down menus.
4. Click **Submit**.
5. Directly below this section, you will see another section called **Grading Periods**, where you can select the dates that grades will be posted for your grading periods.
6. Click **Save**.

The screenshot shows the 'Grading System' tab in the Parchment interface. At the top, there are two tabs: 'Account Profile' and 'Grading System'. The 'Grading System' tab is active. Below the tabs, the section is titled 'Grading System and Grading Periods' with an information icon. There are three required fields: 'Grading System' (set to 'Year - 1 grading period per year'), 'Grading Period Calendar' (set to 'Other (please specify)'), and 'Start Month' (set to 'Jan'). A green 'Submit' button is located below these fields. Below the 'Submit' button is a section titled 'Grading Periods' with a descriptive text: 'Select the estimated dates grades will be posted for your Annual Term. The grading periods will be set for the period Jan 2015 - Dec 2015 and will automatically be updated for each subsequent year.' There are two required fields for 'Annual Term': a month dropdown (set to 'Dec') and a year dropdown (set to '1'). A green 'Save' button is located at the bottom right of the form.

Account Profile Grading System

Grading System and Grading Periods ⓘ

* Grading System: Year - 1 grading period per year

* Grading Period Calendar: Other (please specify)

* Start Month: Jan

Submit

Grading Periods
Select the estimated dates grades will be posted for your Annual Term. The grading periods will be set for the period Jan 2015 - Dec 2015 and will automatically be updated for each subsequent year.

* Annual Term: Dec 1

Save

TO DO

Order approval

The **Order approval** settings tab is where you:

- Select the year that your electronic records began.
- Choose if you want to auto-approve administrator-initiated orders (these are orders you place on behalf of a learner).
- Review alumni approval settings.

Availability of Electronic Records

If a learner graduated before the date you select here, they can only request a paper transcript. **You will still receive these requests electronically in the usual way, but you will see the Hold and Prepare Locally options only.**

To select the year that electronic records began:

1. Sign in to [Parchment](#).
2. Click **Settings > To Do > Order Approval**.
3. Under **Availability of Electronic Records**, select the year from the drop-down menu.
 - You can also check the box next to **Allow alumni before electronic records available to request transcripts for international addresses**.
4. Click **Save**.

Availability of Electronic Records

Indicate the earliest year for which electronic records are available. Parchment Exchange cannot deliver transcripts for alumni who graduated or left your school before the selected year, but you will receive their transcript requests electronically.

* Electronic Records Begin: 1999 ▾

☐ Allow alumni before electronic records available to request transcripts for international addresses.

Auto Approve SAIR Generated Requests

SAIR stands for Send Administrator Initiated Requests. These are orders you place on behalf of learners. You can select whether these orders are automatically approved, or appear on the **To Do** tab for future action. By default, these requests will be approved.

To change the auto-approval settings for these orders:

1. Sign in to [Parchment](#).
2. Click **Settings > To Do > Order Approval**.
3. Under **Auto Approve SAIR Generated Requests**, select **Yes** if you would like these approved automatically, or **No** if you'd like them to appear on the **To Do** tab.

Transcript approval settings

These settings allow you to select whether you want to approve each alumni request manually, or only the first alumni request. To make your selection, click the circle next to your choice.

QUEUE ASSIGNMENTS

This section allows you to assign which administrators will be responsible for approving and processing

certain requests. You can select:

- **Alphabetical** - this allows you to select which administrators will see requestors with certain last names (beginning A through L, for example) that have transcript or document requests.
- **Learner Type** - this allows you to select which administrators will see current and which will see former learners that have transcript or document requests waiting.
- **No queue assignment** - this means that all administrators who are set up as **Primary Senders** will receive emails telling them that they your institution has pending requests.

HISTORY

These settings allow you to change your Credentials Library settings.

Retention Settings

This is where you can change the settings for your Credentials Library.

Document Retention

By default, the system will delete documents in your library after 12 years. You can change this here for current and alumni learners.

1. Sign in to [Parchment](#).
2. Click **Settings > History**.
3. Make your changes and click **Save**.

Document Retention ⓘ

Document Retention	Alumni Students
<input type="radio"/> Never Expire Documents	<input type="radio"/> Never Expire Documents
<input checked="" type="radio"/> Documents are Deleted <input type="text" value="12"/> <input type="text" value="Years"/> after Upload	<input checked="" type="radio"/> Documents are Deleted <input type="text" value="12"/> <input type="text" value="Years"/> after Upload

Library Display

These settings allow you to select how long you would like **unmatched** credentials to reside in the Credentials Library. By default, the system will remove unmatched credentials after four days.

1. Sign in to [Parchment.com](#).
2. Click **Settings > History**.

Library Display
These settings will drive the number of days unmatched documents will appear in the credentials library

Unmatched Documents

☐ Never Expire Unmatched Documents

☒ Unmatched are Removed After Upload

3. Under **Library Display**, select when you would like your unmatched credentials to be removed.

Automatic Roster Record Generation

Keep this selected **Yes**, so that the system automatically creates roster records when you upload transcripts to the Credentials Library.

INTEGRATION

Our system is integrated with the Common Application. If any of your counselors use the online forms to submit Secondary School Reports, Midyear Reports, and Final Reports, you can turn on the **Common Application Online Forms Integration** in this section.

To access **Common App Settings**:

1. Sign in to [Parchment.com](https://parchment.com).
2. Click **Settings > Integration**.
3. Select if you would like to turn the Common Application Online Forms Integration on or off.

ORDERING

Welcome Message and Image Upload

You can enter a welcome message and upload an image that your learners and alumni will see when they log in.

To enter a welcome message:

1. Sign in to [Parchment](https://parchment.com).
2. Click **Settings > Ordering > Ordering Setup**.
3. Enter the welcome message in the box under **Welcome message**.

To add an image:

1. Sign in to [Parchment](https://parchment.com).
2. Click **Settings > Ordering > Ordering Setup**.
3. Click **Choose file** and select your image from your computer.
 - The image must be no wider than 300 pixels, and it must be a gif, jpeg or png file.
4. Click **Upload files**.
 - To remove the file, click **remove**.

PRICING

This is where you can add a surcharge and set your fee waivers.

Surcharges

We will collect surcharges on your behalf. We will then pay you the fees quarterly once we have collected at least \$500.

To access **Pricing**:

1. Sign in to **Parchment**.
2. Click **Settings > Pricing > Surcharges**
3. You will see two boxes - one for current learners and one for alumni. You can:
 - Enter the amount you would like to charge for transcripts in the **Surcharge** box.
 - Select whether you would like this charge to be applied to all transcripts or after the first one, the second one, etc.

Fee Waivers

Fee waivers allow learners to order transcripts for free. The number of fee waivers we provide varies by state. To qualify, the learner must have qualified for and received a fee waiver from the College Board or ACT.

A few things about fee waivers:

- Once you have assigned a fee waiver for a specific learner, their account will update to receive the set amount of free transcripts.
- A learner may only have a fee waiver assigned to them once.
- Learners must have a Parchment.com account before a fee waiver can be assigned.

To assign a fee waiver:

1. Sign in to **Parchment**.
2. Click **Settings > Pricing > Fee Waivers**
3. Enter the learner's last name in the box and click **Search**.
4. When you find the learner, click **Assign fee waiver**.
5. You need to confirm that the learner meets the qualifications. To do this, type your name in the box and click **Submit**.

USERS

You can manage administrators and their roles/responsibilities in **Users** settings.

Add an administrator

1. Sign in to [Parchment](#).
2. Click **Settings > Users**.
3. Click **Add New Administrator**.
4. Fill in the fields in the **Personal Information** box. Fields with a * (asterisk) are mandatory.
 - There is a 36-character limit for the **Administrator Position** field.
5. Assign **Roles & Responsibilities**.
6. Click **Save**.

Edit an administrator's information and roles/responsibilities

1. Sign in to [Parchment](#).
2. Click **Settings > Users**.
3. Click the name of the Administrator.
4. Edit the **Personal Information** and/or **Roles & Responsibilities** for this administrator.
 - There is a 36-character limit for the **Administrator Position** field.
5. Click **Save**.

Delete an administrator

1. Sign in to [Parchment](#).
2. Click **Settings > Users**.
3. Check the box to the left of the Administrator you'd like to delete.
4. Click **Delete Administrator**.
5. A pop-up message will appear to confirm. Click **Confirm**.

Roles and Responsibilities

Each Role and Responsibility can be assigned to more than one administrator.

- **General Administrator** - this role can view the directory of schools and colleges, and use the History section. Their settings can be changed to view transaction history or transaction history and document data.
- **Sender** - This setting allows an administrator to view data and process requests. The admin can be a Primary Sender, so they will receive emails when an order is in the **To Do** tab. Or they can be a Backup Sender, so they will receive escalation emails if the Primary Sender(s) is unavailable.

- **The Primary Sender** receives an email when an order has been in **To Do** for 24 hours.
- **The Backup Sender** receives an email when an order has been in **To Do** for 48 hours.
- **Advisor** - This setting allows an administrator to process requests for other documents, such as letters of recommendation and school profiles. They can be a Primary Advisor, so they will receive emails when a request comes in. Or they can be a Backup Primary Advisor, so they will receive escalation emails if the Primary Advisor(s) is unavailable.
 - **The Primary Advisor** receives an email when a request has been in **To Do** for 24 hours.
 - **The Backup Advisor** receives an email when a request has been in **To Do** for 48 hours.
- **IT/Webmaster** – this role receives emails about software installation. You can indicate whether they can view the transaction history only, or can also view the document data.
- **Site Administrator** – this role has full access to your Parchment Exchange account, including the ability to add, edit, and delete administrators, and manage the account preferences. You must assign at least one administrator to the Site Administrator role.

Email alert if you have orders waiting

If you have orders in your **To Do** tab and no administrators have logged in for 24 hours, the primary sender will get an email telling them that orders are waiting.

However, you should not rely too heavily on these emails because if another administrator logs in and does not action the requests, the email won't be sent out. An entire 24 hours must pass before an email is sent out.

Troubleshooting

HOW DO I FIND WHICH ORDERS I HAVE PROCESSED?

Use the **History** tab. You can see when an order was received, approved, and sent. Go to the [History](#) section for more information.

I HAVE UNMATCHED LEARNER REGISTRATIONS. WHAT SHOULD I DO?

When a learner registers for a Parchment.com account, the system will try to match their new account with an existing roster record. If a roster record doesn't exist, or it does but the information didn't match (for example, the learner registered with the name Eddie, but Edward is listed in the roster), their unmatched registration appears in the [Match Learner Accounts](#) section, and then you can try to match them with your roster records.

WHAT IS 'MATCHING'?

We use the term 'matching' when referring to different parts of the fulfillment process. For example, when your learners create Parchment.com accounts, the system attempts to match these with existing roster records.

The matching criteria Parchment uses are first name, last name, date of birth, learner ID, and social security number. **Three out of five of these must match.**

WHAT IS A REGISTRATION CODE?

Available to high school learners only, a registration code does two things:

- It speeds up the learner registration process. When your learners register for a Parchment.com account using an invitation code, they do not have to enter any of the information that you already provided in the roster, such as their name and date of birth.
- It also ensures that the learner's roster record automatically matches their Parchment.com registration.

Go to the [Registration Codes](#) section for more information.

WHAT IS AN UNOFFICIAL TRANSCRIPT REQUEST?

This is an option that is free and available to high school learners only. When a high school learner adds your school to their account, they can choose to have an electronic copy of their unofficial transcript store in their account. [Read more about unofficial transcript requests](#) in our Help Center.

HOW CAN I FIND THE STATUS OF AN ORDER?

1. Sign in to [Parchment](#).
2. Click **History**.

3. Fill in the fields that you would like to search and click **Search**.
4. You will see the status under the **Status** column on the right side.

Contact information

PARCHMENT CORPORATE HEADQUARTERS

Parchment Inc.
6263 N Scottsdale Road, Ste 330
Scottsdale, Arizona 85250

TECHNICAL SUPPORT

[Sign in to your account](#) and click **Support** to access our Help Center and get in touch. Make sure you're logged in first because we create content just for you!